

OBSERVATION REPORT #107

KPMG Consulting has identified that Verizon-NJ appears to be using incomplete disposition and cause codes when processing ADSL Line Sharing circuit trouble tickets.

Background

KPMG Consulting conducted a Quality of Installation test for ADSL Line Sharing orders. This test was accomplished by identifying all completed Verizon Line Sharing orders between January 1st and February 28th of this year. It should be noted that for Verizon, Line Sharing orders at the time of this test did not contain any orders from their soon to be affiliate, VADI¹ and, therefore, the orders to be observed were exclusively from DLECs other than VADI.

KPMG Consulting selected a statistical random sample of 140 orders from the base of orders that were identified. KPMG Consulting requested that Verizon provide the trouble histories² for each of these 140 orders. Verizon's response identified orders with trouble histories.

Issue

An analysis of the trouble histories and associated disposition and cause codes³ including the remarks or narrative sections for the 21 orders indicates that Verizon technicians are not consistently following the Maintenance Process as described in Section V, NOCIL 00006-021, issue #2, effective date 09/25/00. There were 19 reports where KPMG Consulting was not able to determine responsibility based on disposition, cause or remarks that did not include "trouble found/action taken". Two issues made attributing responsibility problematic:

1. Incomplete use of Disposition and Cause codes: A number of undefined codes appeared in the history data Verizon supplied.
2. Incomplete, missing, or insufficient narrative information, which in many cases failed to include the remarks, prescribed in the Methods & Procedures M&P for Line Sharing.

¹ Verizon ADSL Inc., VADI, has not been legally established yet in New Jersey, while it has in other Verizon jurisdictions. Verizon NJ is considering its own ADSL orders as retail orders until VADI is established.

² A trouble history for a subscriber's line is a running log of associated troubles, probable causes for each trouble (cause Code) and location of where the trouble was repaired (disposition code).

³ The disposition and cause codes and explanations used were those published in the CLEC's Handbook at the Verizon website for Verizon South.

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Listed below are installation orders that generated trouble tickets and qualified as “I-Code” trouble reports. The tickets containing undefined, inaccurate or insufficient information include:

TR#/CTR	Disposition code	Cause code	Remarks Must Include Trouble Found/Action Taken
1. UN000278/NJ4	532 – PROTECTOR	301 – PLANT EQUIP	CIRCUIT WIRED PER FOMS ... TESTED GOOD (INSUFFICIENT)
2. UN000238/NJ4	1232 (UNDEFINED)	216 – CLEC	BLOCK STENCILED WRONG ... CIRCUIT NOW WIRED.
3. UN000405/NJ4	1232 (UNDEFINED)	216 - CLEC	BLOCK STENCILED WRONG (INSUFFICIENT)
4. UN000300/NJ4	1232 (UNDEFINED)	216 - CLEC	WIRING ON SPLITTER. PORTS SUSPENDED FOUND DEFECTIVE (INSUFFICIENT)
5. UN000361/NJ4	1221- EQUIPMENT	216 - CLEC	COOP TESTED ... OK 2 CL ND VNDR MT
6. UN000247/NJ4	1232 (UNDEFINED)	216 – CLEC	NTF; CKT LVG OK @ CP; LEFT VMS MESS ...
7. UN000423/NJ4	1238 (UNDEFINED)	698 (UNDEFINED)	NTF TESTED WITH NATHAN
8. UN000067/NJ4	1221 EQUIPMENT	216 - CLEC	SHTS & TONE TEST ON LINE SHARING (INSUFFICIENT)
9. UN000533/NJ4	1221 EQUIPMENT	216 - CLEC	CANNOT SYNCH FROM SPLITTER (INSUFFICIENT)
10. UN000135/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	NO SYNC FROM CO_LOC WK WITH CLEC (INSUFFICIENT)

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Listed below are additional installation orders that generated trouble tickets but did not qualify as “I-Code” reports. The tickets containing undefined, inaccurate or insufficient information include:

TR#/CTR	Disposition code	Cause code	Remarks Must Include Trouble Found/Action Taken
1. UN000275/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	WIRED PER FOMS LFT VC ML
2. UN000224/NJ4	EXCLUDED		CANCEL TKT REFER'D TO NATHAN SO PUSHED OUT
3. UN000154/NJ4	1232 (UNDEFINED)	216-CLEC	NO TONE @ SPLITTER / AMY @ ACI
4. UN000277/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	TN ORD NEVER COMP, S/W NATHAN ADV S/W TISOC
5. UN000039/NJ4	EXCLUDED		NO RMKS (INSUFFICIENT)
6. UN000034/NJ4	EXCLUDED		NO RMKS (INSUFFICIENT)
7. UN000493/NJ4	0923 (INACCURATE)	698 (UNDEFINED)	WIRED OK DT LEAVING ON CORRECT PORT LFT MESS
8. UN000164/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	NTF (INSUFFICIENT)
9. 908 464 6019	0923 (INACCURATE)	698 (UNDEFINED)	NTF WIRED /SYNC OK LFT VMS2 SCOTT

Assessment

Failure to use proper coding prevents Verizon from being able to identify trouble report trends. When Verizon is unable to identify trouble trends it prevents process improvements, which would allow for better service to the CLECs.

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Verizon 5/15/01 Response

The two disposition codes cited as inaccurate were a result of a single technician using a single disposition code (0923) improperly. The technician received remedial training to prevent recurrence of the use of invalid disposition code.

The seven cause codes and nine of the ten disposition codes cited as undefined were a result of the use of one cause code (698) and two disposition codes (1232, 1239), which are defined in Verizon-North but not in Verizon-South. The RCMC technicians that close line share tickets do so for both Verizon-North and South. At the time of this study, a very large majority of the trouble tickets associated with the line sharing product, which is less than one year old, was being taken for Verizon-North accounts, especially New York, because that's where most of line sharing orders had been received. The technicians apparently were sometimes not noticing that the tickets they were closing were part of the rare subset of tickets on line share circuits in Verizon South, as opposed to Verizon-NY.

All CLECs receive documentation of both the North and South codes and they are very likely to understand the meaning of the codes. While Verizon works to improve its use of the codes for the proper geographical area, its intent is to adopt a set of uniform codes, particularly the set of disposition codes referred to as "12" codes, used frequently in line share troubles. Verizon is currently restricted from immediate implementation of these uniform codes due to the requirement for 73-day notice to the industry. Verizon is currently negotiating with the industry, for an easing of this requirement for these types of changes to disposition and cause codes. If Verizon is unsuccessful in this negotiation the first step toward this uniform set of "12" codes will occur with the June 2001 release.

KPMG also cited nine remarks as insufficient. Verizon believes that there was some confusion about which field contains the technician's closing remarks, since Verizon found three closing remarks which were different from those cited by KPMG. Verizon believes that in all but one case the comments provided either in the closing screen or in the ticket log, provide sufficient information regarding trouble found and action taken. (See table below).

Verizon understands the importance of properly handling and closing tickets and providing as much information as possible, and is constantly seeking to further improve its performance. While training was provided when line sharing was introduced in mid-2000, additional recent actions taken include:

- RCMC RSCs and Network Technicians given guided tour of line sharing equipment in a central office (CO). 71 of 74 completed in April, 3 to be completed in May.
- RCMC RSCs and Network Technicians given in house line sharing training including review of CO equipment (splitter blocks, shelves and cards) and engineering / CO building. 21 of 74 completed in April, remainder to be trained in May and June.
- RCMC RSCs trained on proper disposition and cause codes to ensure proper close out of tickets, and to ensure codes used are supported by narrative provided by technicians. All 65 trained in May.
- NJ Managers and team leaders of frame technicians receive training in March, reviewing NOCIL process referred to in KPMG observation, and receive 2 page double-sided laminated excerpts of the maintenance process from the NOCIL for technicians to use as a job aid when closing line sharing tickets. Job aid contains suggested comments to use on the tickets.

TR#/CTR	(KPMG Found) Remarks Must Include Trouble Found/Action Taken	(Verizon Found) Closing Screen (TR), Sum/Rmk Field Unless Otherwise
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		Noted (added “NOTE”s for clarity)
1. UN000278/NJ4	CIRCUIT WIRED PER FOMS ... TESTED GOOD (INSUFFICIENT)	CKT WIRED PER FOMS S/W (SPOKE WITH) NATHAN 3033057536 TESTED GOOD (NOTE: SUFF'T – CIRCUIT WAS WIRED PROPERLY, TESTED, STATES RESULT)
3. UN000405/NJ4	BLOCK STENCILED WRONG (INSUFFICIENT)	NO SYNC (NOTE: SUFF'T – TESTED, STATES RESULT)
4. UN000300/NJ4	WIRING ON SPLITTER. PORTS SUSPENDED FOUND DEFECTIVE (INSUFFICIENT)	(NOTE: CIRCUIT NOT IN ORIGINAL SAMPLE. SUFF'T – FOUND CLEC SPLITTER WIRING DEFECTIVE, NOTIFIED CLEC)
8. UN000067/NJ4	SHTS & TONE TEST ON LINE SHARING (INSUFFICIENT)	WIRED CORR. DT LIVING, NO SYNC (NOTE: SUFF'T – FOUND WIRED CORRECTLY, TESTED, STATES RESULT)
9. UN000533/NJ4	CANNOT SYNCH FROM SPLITTER (INSUFFICIENT)	(NOTE: SUFF'T – TESTED, STATES RESULT)
10. UN000135/NJ4	NO SYNC FROM CO_LOC WK WITH CLEC (INSUFFICIENT)	LFT VC ML 3033054444 ADV'D (ADVISED) ORD (ORDER) COMP (COMPLETE) CLS'G TKT (NOTE: SUFF'T - REPORT WAS THAT CKT HADN'T BEEN TURNED UP, REPLIED THAT IT HAD BEEN)
5. UN000039/NJ4	NO RMKS (INSUFFICIENT)	(NOTE: SUFF'T - WITHIN LOG “ADVISED NATHAN AT ACI 3033057536 TKT IS BEING CANCELED—WILL NOTIFY HIM WHEN SO (SERVICE ORDER) IS COMPED (COMPLETED) SO HE CAN ISSUE NEW TKT IF NESS)
6. UN000034/NJ4	NO RMKS (INSUFFICIENT)	(NOTE: SUFF'T - COMMENT WITHIN LOG “CIRCUIT IS STILL PENDING”)
8. UN000164/NJ4	NTF (INSUFFICIENT)	NTF (NOTE: WHILE THIS HAS BEEN FOUND SUFFICIENT IN OTHER JURISDICTIONS, VERIZON RECOGNIZES THAT PROVIDING MORE INFORMATION COULD IMPROVE PERFORMANCE)